PEOPLE: VA Services and Community Agencies and Organizations With Primary and Support Roles in Your Emergency Management Program

Which of the following VA Services have been given specific responsibilities in the facility's current Emergency Operations Plan (Basic Plan & Annexes), as well any community agencies who may assist, and, how are they involved in emergency planning and maintenance activities?

Please answer all the questions for each service/agency/group by circling the appropriate choice going across the page.

	Has the Service/Agency/Group been given specific responsibilities for supporting emergency management programs at the VA facility through committing resources. (If the agency does not exist, please circle "N/A")			In which of the following activities has the group been involved in your program? (Circle Yes or No for each) Writing, Updating, Participating or Reviewing plans in Internal or or Procedures (SOPs)? External			Exercises?	
VA Services								
AM&M	N/A	Yes	No		Yes	No		Yes	No
Ambulatory Care	N/A	Yes	No		Yes	No		Yes	No
Canteen	N/A	Yes	No		Yes	No		Yes	No
Chaplain	N/A	Yes	No		Yes	No		Yes	No
Chief of Staff	N/A	Yes	No		Yes	No		Yes	No
Dental	N/A	Yes	No		Yes	No		Yes	No
Dietetics	N/A	Yes	No		Yes	No		Yes	No
Director's Office		N/A	Yes	No	Yes	No		Yes	No
Engineering	N/A	Yes	No		Yes	No		Yes	No
Environmental Management	N/A	Yes	No		Yes	No		Yes	No
Fiscal	N/A	Yes	No		Yes	No		Yes	No
IRMS	N/A	Yes	No		Yes	No		Yes	No
Laboratory	N/A	Yes	No		Yes	No		Yes	No

M.A.S.	N/A	Yes	No	Yes	No	Yes	No
Medical Media	N/A	Yes	No	Yes	No	Yes	No
Medicine	N/A	Yes	No	Yes	No	Yes	No
Surgery	N/A	Yes	No	Yes	No	Yes	No
Nursing	N/A	Yes	No	Yes	No	Yes	No
Personnel	N/A	Yes	No	Yes	No	Yes	No
Pharmacy	N/A	Yes	No	Yes	No	Yes	No
Psychiatry	N/A	Yes	No	Yes	No	Yes	No
Police	N/A	Yes	No	Yes	No	Yes	No
Radiology	N/A	Yes	No	Yes	No	Yes	No
Safety	N/A	Yes	No	Yes	No	Yes	No
Social Work	N/A	Yes	No	Yes	No	Yes	No
Vet Centers	N/A	Yes	No	Yes	No	Yes	No

Community Agencies:

Fire Services	N/A	Yes	No	Yes	No	Yes	No
EMS agencies	N/A	Yes	No	Yes	No	Yes	No
Law Enforcement	N/A	Yes	No	Yes	No	Yes	No
Public Works	N/A	Yes	No	Yes	No	Yes	No
Transit/Bus Agency	N/A	Yes	No	Yes	No	Yes	No
Utilities	N/A	Yes	No	Yes	No	Yes	No
Airport Authority	N/A	Yes	No	Yes	No	Yes	No

Community Organizations:

Red Cross	N/A	Yes	No	Yes	No	Yes	No
Salvation Army	N/A	Yes	No	Yes	No	Yes	No
Ham Radio, Citizens Band Operators, RACES or ARES	N/A	Yes	No	Yes	No	Yes	No
Local Hospital(s)	N/A	Yes	No	Yes	No	Yes	No

Local Church(es)	N/A	Yes	No	Yes	No	Yes	No
Local Veteran Service Org.s	N/A	Yes	No	Yes	No	Yes	No
Search/Rescue Groups	N/A	Yes	No	Yes	No	Yes	No
Boy Scouts/ Explorers	N/A	Yes	No	Yes	No	Yes	No
School District(s)	N/A	Yes	No	Yes	No	Yes	No
Medical Society	N/A	Yes	No	Yes	No	Yes	No
Business & Industry:							
Chamber of Commerce	N/A	Yes	No	Yes	No	Yes	No
Local Contractors	N/A	Yes	No	Yes	No	Yes	No
Local Grocers	N/A	Yes	No	Yes	No	Yes	No
Local Manufacturer(s)	N/A	Yes	No	Yes	No	Yes	No
Private Ambulance Firms	N/A	Yes	No	Yes	No	Yes	No
Job Corps Offices	N/A	Yes	No	Yes	No	Yes	No
State or Federal Agencies							
Civil Air Patrol	N/A	Yes	No	Yes	No	Yes	No
National Guard	N/A	Yes	No	Yes	No	Yes	No
Reserve Units	N/A	Yes	No	Yes	No	Yes	No
State Emergency Management Agency	N/A	Yes	No	Yes	No	Yes	No
State EMS	N/A	Yes	No	Yes	No	Yes	No
Other VAs	N/A	Yes	No	Yes	No	Yes	No

PEOPLE: Obtaining and Maintaining Executive Support

The following questions apply to how closely your emergency management program works with office of the Director. *Which of the following activities have been used to try and build executive support for the local emergency program?*

Circle Yes or No

A yearly work plan with goals and progress measures
is presented to the Director?   Yes   No

The Director has been given a compendium of his/her
responsibilities for emergency management?   Yes   No

The Director has been given an up-to-date history of your facility's
program, organization and past accomplishments?   Yes   No

Have you effectively built support with the Director?   Yes   No

Has the Director recently asked all Services to fully participate in
emergency planning, exercising and training activities?   Yes   No

Has the Director recently explained the facility's program
to other hospital administrators?   Yes   No

Does the Director participate in scheduled exercises?   Yes   No

Has the Director helped gain support for facility's emergency
management program by publicly commending or recognizing some
Services or employees for their contributions to the program?   Yes   No

PEOPLE: The Emergency Preparedness Coordinator & Professionalism

Which of the following activities have you, as the lead emergency professional for your facility, participated in or regularly carry out as part of your management approach and strategy?

Participate in the professional
associations of emergency management
at state and national levels?   Never   Sometimes   Regularly

Subscribe to and read professional journals
in emergency management and related
fields/professions?   Never   Sometimes   Regularly

Maintain a library of case studies, research or
other evaluations of problems, good practices
and innovations in emergency management?   Never   Sometimes   Regularly

Attend training sessions or professional
meetings of other health care and local
government professions that you must
coordinate in local emergency management?   Never   Sometimes   Regularly

Set measurable objectives for each year
in a written work plan or strategy?   Never   Sometimes   Regularly

Share your own "Lessons Learned" with
other Emergency Preparedness Coordinators?   Never   Sometimes   Regularly

Take opportunities to observe or work with
other health care facilities in the area when
they face emergency operations?   Never   Sometimes   Regularly

Give feedback to the other agencies and
organizations supporting emergency
management on their successes or failures
to fulfill their roles (motivational management)?   Never   Sometimes   Regularly

Present programs on health care facility
emergency management issues and objectives
to civic or professional organizations?   Never   Sometimes   Regularly

PROCESS: Planning and Maintenance Activities for Facility Emergency Management

The next series of questions ask about which activities you use in your planning process and how frequently each is used. Not all activities will necessarily be used as frequently as others.

Activities:	More than 2 to 3 times each year	2 to 3 times each year	times year	Once a years	In the last 2 or 3	Less or never	frequent
Update the written Disaster Plan?		1		2	3	4	5
Update each Service's SOPs?		1		2	3	4	5
Conduct exercises that involve other hospitals or community agencies?		1		2	3	4	5
Hold debriefing sessions after emergencies involving two or more Services?		1		2	3	4	5
Prepare or update an analysis of "most" likely Hazards?		1		2	3	4	5
Conduct meetings with community/health care facility emergency management council?		1		2	3	4	5
Review emergency roles and procedures with other health care facilities?		1		2	3	4	5
Have meetings with local Radio and TV station management to review emergency broadcast procedures?		1		2	3	4	5

Conduct meetings with health care facilities to review or update mutual aid procedures and agreements?	1	2	3	4	5
Participate in external emergency training?	1	2	3	4	5
Hold meetings within the facility on emergency management through an interdepartmental committee or task force?	1	2	3	4	5

PRODUCTS: Programs and End-Products
for Facility Emergency Management

The final set of questions asks which of numerous possible programs and products you have been able to accomplish at this point in time. These are the results of an emergency planning effort that seeks to increase capabilities within the facility to mitigate, prepare for and respond to and recover from any hazard. This is also the overview of your program as it is today which will enable you to develop long-range work plans and objectives and gain greater support for the program from the Director and the Emergency Preparedness Committee.

For each item, answer YES if it has been established successfully and NO if it has not been established successfully. Do not answer YES if the program or procedure is: 1. Only a "paper plan" or "vacuum plan" that only you are aware exists, or, 2. If the program or procedure is <u>not</u> being maintained through staff training and education, exercising or ongoing use, or if the Services' who are responsible for the program or task do not accept this responsibility.

In some cases, an example has been given of how to carry out a responsibility or task -- however, your facility may have an approach different in detail though similar in purpose and effect.

End Products of Comprehensive Emergency Management

**Indicate Yes or No
for each Product**

Legal Aspects:

Written documentation defining the roles and responsibilities of the Emergency Preparedness Coordinator and the Emergency Preparedness Committee?	Yes	No

Written policies that establish:

o A "Declaration of Emergency" prepared for immediate use if needed?	Yes	No
o A list of successors to the Director?	Yes	No
o A system to identify and recover the most essential official records in the event of damage or threat to the facility, including computer records?	Yes	No

Hazards Vulnerability Analysis

Identify priority hazards and project disaster demands
through capability shortfall matrices?   Yes   No

Prepare for these agent-generated and response-generated
demands as a central part of your planning?   Yes   No

Identification of Community Resources:

Create and maintain an inventory of resources (internal
assets and community organizations) that are sources of
manpower, material or planning expertise for
emergency management?   Yes   No

Establish a base-line cost estimate of emergency resources
i.e., what will the VAMC have to pay to use these resources
in an emergency operation?   Yes   No

Establish a cost-accounting system that all Services will use
to track and document the cost of resources used in an
emergency operation?   Yes   No

Establish a maintenance scheduling program for all physical
resources of the facility that are to be relied on in an
emergency or disaster?   Yes   No

Establish a resource deployment and use-tracking system
that will enable EOC Managers to determine what resources
are actually being used in emergency or disaster?   Yes   No

Emergency Public Education and Utilization of the Community as a Resource:

Provide a family emergency education program for use by
coordinators of existing facility training efforts?   Yes   No

Provide an emergency management display at
facility educational functions?   Yes   No

Publish a "Employee's Emergency Plan & Checklist"
(e.g., an inexpensive newsprint tabloid) which explains how
the employees should prepare for and react to the most
common hazards in your area (e.g., how to shut off utilities
in earthquake, or who to call for information during a tornado
watch, or what are the recommended steps in emergency
movement or evacuation of patients?   Yes   No

Train coordinators of facility training in how to employees and
their families can prepare to be self-sufficient during the first
72 hours after a major disaster?   Yes   No

Develop arrangements to use local HAM radio, Citizens Band
Operators, or RACES/ARES groups to augment communications
staff both in the field and in the EOC?   Yes   No

Conduct an employee "Hazard Awareness Program" to increase their knowledge of the risks that the facility faces
-- e.g., through creating a "Hazards Awareness Brochure" for the facility?   Yes   No

Designate routes for transportation of hazardous materials through the facility?   Yes   No

Establishing a Direction & Control Organization:

Establish an EOC Organizational Chart that specifies how each Service will relate to each other and to the EOC Managers?   Yes   No

Establish an SOP and Checklists for each position or representative?   Yes   No

Establish a list of the facility's disaster response priorities that the EOC Organization can use in the immediate aftermath of a major emergency or disaster?   Yes   No

Establish an SOP specifically for when and how the Plan will be activated, and by whom?   Yes   No

Facility Disaster Warning System:

Create a summary of your facility's warning system that charts how warning comes in and how it is disseminated throughout the facility (Fan-out System)?   Yes   No

Establish an SOP for warning and assign responsibility for all of the warning systems that may be used?   Yes   No

Develop warning strategies to insure that all special populations (e.g. the Hearing Impaired or Handicapped) will receive warning?   Yes   No

Develop a warning strategy for any non-English speaking populations in the facility?   Yes   No

Establish protected and/or redundant (backed-up) communicatio
n
linkages with the essential emergency broadcast Radio and TV Stations that will disseminate warnings   Yes   No

EOC Operations and Capabilities

Establish auxiliary power sources for the EOC and critical facilities?   Yes   No

Establish procedures to maintain supplies and equipment readiness in the EOC?   Yes   No

Establish the system that will be used to collect response and situation reports from the site and distribute this information to the EOC Organization (i.e., how will information be received, screened, prioritized and displayed?)   Yes   No

Establish how mutual aid agreements will be activated (i.e., by EOC or by individual Service Chiefs?)   Yes   No

Establish how local assistance will be requested if the facility is damaged severely?   Yes   No

Establish the system by which EOC staff and alternates will be notified of an emergency?   Yes   No

Incident Command System

Establish a common Incident Command System that all Services and supporting community agencies can work within during major multi-agency operations?   Yes   No

Designate and train primary Service and Supporting Service personnel for organizing untrained/unorganized volunteers who may "emerge" during the emergency?   Yes   No

Develop a system for communication between incident sites within the facility and the EOC Organization?   Yes   No

Establish emergency administrative fiscal procedures (such as open purchase orders, a pre-designated budget category and suspension of normal procurement procedure) for all extraordinary expenditures?   Yes   No

Managing External Influences in A Disaster: Community Behavior & Dynamics:

Media Relations:

Designate and equip a facility (other than the EOC proper) that can be used as a Joint Information Center by agencies, the media and other units of government and community organizations?   Yes   No

Establish staff responsibility for opening and running the Joint Information Center?   Yes   No

Designate a PIO and alternate/backup PIOs and provide training and procedures for their operations in the EOC and Joint Information Center?   Yes   No

Establish procedure for working with the media when outside networks or reporters may be present in large numbers (e.g., setting aside space for them in the JIC)?   Yes   No

Facility Behavior and Psychological Impacts:

Establish a rumor control and public emergency information strategy such as a phone back or hot line that relatives can call?   Yes   No

Develop a procedure to minimize family separation and attendant confusion in a disaster by providing for the collection and dissemination of information on missing persons, known dead, and medical inpatients?   Yes   No

Establish a system for definitive care of next of kin during multiple death incidents (e.g., pre-trained and designated staff from Social Work Service to act as immediate counselors)?   Yes   No

Immediate Recovery: Damage Analysis/Documentation:

Establish a common system for emergency fiscal records for all expenditures?   Yes   No